

The above changes to the claims have been made to delete multiple dependency of the claims, to round out the scope of patent protection being sought, and generally to place the claims in better condition for examination on the merits.

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Marked-up Claims 1-14

1. (Amended) A method of providing support to a mobile communications unit comprising the steps of

- [•] generating a support request at said mobile unit,
- [•] sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- [•] receiving said support message at said remote support location,
[characterized in that said method further comprises the steps of]
- [•] generating support information enabling solving of said one or more problems at least partially, and
- [•] providing said support information at said mobile unit.

2. (Amended) A method according to claim 1, wherein [characterized in that] said support request is generated on the basis of one or more of the following

- [•] a user action,
- [•] a message received from said remote support location,
- [•] any internal event like a timer event, an error event, etc., or
- [•] a status check performed at a regular time interval.

3. (Amended) A method according to claim 1, wherein [claims 1 - 2, characterized in that] said support information is provided to the mobile unit by sending a message containing update and/or support information enabling the mobile unit to perform an automatic update of the settings thereby correcting said one or more problems.

4. (Amended) A method according to claim 1, wherein [claims 1 - 3, characterized in that] said support information is comprised in an SMS message.

5. (Amended) A method according to claim 1, wherein [claims 1 - 4, characterized in that] said support information comprises information regarding/representing one or more of the following

- [•] one or more unit settings/parameters,

- [•] unit identification,
- [•] status of said mobile unit,
- [•] an internal state of said mobile unit,
- [•] at least one error code,
- [•] at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- [•] which hardware/physical/functional units/modules that are or have been connected with said mobile unit, or
- [•] other relevant information.

6. (Amended) A method according to claim 1, wherein [claims 1 - 5, characterized in that] said mobile unit is a mobile phone.

7. (Amended) [An] A method according to claim 1, wherein [claims 1 - 6, characterized in that] said sending of said support message to said remote support location is based on contact information relating to a phone number or an IP address, and [that] said contact information is one or more of the following

- [•] stored in the mobile unit,
- [•] stored on a SIM card,
- [•] entered by a user, or
- [•] a part of said message received from said remote support location.

8. (Amended) A system for providing support to a mobile communications unit comprising

- [•] means [(403)] for generating a support request at said mobile unit,
- [•] first communications means [(404)] for sending a support message to a remote support location on the basis of said support request, said support message relating to one or more problems,
- [•] second communications means [(405)] for receiving said support message at said remote support location, [characterized in that said system further comprises]
- [•] means [(406)] for generating support information enabling solving of said one or more problems at least partially, and

- [•] means for providing said support information at said mobile unit via said second communications means [(405)].

9. (Amended) A system according to claim 8, wherein [characterized in that] said support request is generated on the basis of one or more of the following

- [•] a user action,
- [•] a message received from said remote support location,
- [•] any internal event like a timer event, an error event, etc., or
- [•] a status check performed at a regular time interval.

10. (Amended) A system according to claim 8, wherein [claims 8 - 9, characterized in that] said support information is provided to the mobile unit by sending a message containing update and/or support information via second communications means [(405)] enabling the mobile unit to perform an automatic update of the settings, thereby correcting said one or more problems.

11. (Amended) A system according to claim 8, wherein [claims 8 - 10, characterized in that] said support information is comprised in an SMS message.

12. (Amended) A system according to claim 8, wherein, [claims 8 - 11, characterized in that] said support information comprises information regarding/representing one or more of the following

- [•] one or more unit settings/parameters,
- [•] unit identification,
- [•] status of said mobile unit,
- [•] an internal state of said mobile unit,
- [•] at least one error code,
- [•] at least one version number of software, hardware, firmware, etc. in said mobile communications unit,
- [•] which hardware/physical/functional units/modules that are or have been connected to said mobile unit, or
- [•] other relevant information.

13. (Amended) A system according to claim 8, wherein [claims 8 - 12, characterized in that] said mobile unit is a mobile phone.

14. (Amended) A system according to claim 8, wherein [claims 8 - 13, characterized in that] said sending of said support message to said remote support location via said first communication means [(404)] is based on contact information relating to a phone number or an IP address, and that said contact information is one or more of the following

- [•] stored in the mobile unit,
- [•] stored on a SIM card,
- [•] entered by a user, or
- [•] a part of said message received from said remote support location.

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